

Customer Q&A

1. Are you for sale?

The Company is not selling its assets. The Company intends to restructure its balance sheet and have the same management team and employees remain in place. A change in ownership will occur; however, that will not change what we do, how we do it and the management team that you interact with.

2. Do you have the money to operate?

Yes, we have received a commitment for debtor-in-possession financing from our senior lender to support our operations.

3. What impact does the filing have on your suppliers? Will you be able to get the necessary goods and supplies to continue to operate? Will you still be able to fulfill orders?

This action will have no effect on the day-to-day operations of the Company, and you can be assured of an uninterrupted supply of quality products. The law prohibits payment for goods and services received before the filing date (July 11, 2019) without approval of the Bankruptcy Court, but we are permitted to, and will, pay each of our suppliers on a priority basis for goods and services received after the filing date. We are in communication with our vendors and suppliers and are working with them to mitigate any issues.

4. What can I expect in the future? Will you be cutting quality to save money? What about supply and distribution? How reliable will you be?

You can continue to expect uninterrupted supply of quality products. We will not sacrifice product quality, service or supply. It is worth noting that, as discussed above, we will have the financing necessary to support the day-to-day operations.

5. Will there be any changes to your pricing?

We don't expect any changes to our pricing. Of course, we will continue to review our business to ensure that our prices are competitive and in line with the market.

6. Can I renegotiate our agreement?

There is no need to renegotiate your agreement as the filing has no impact on our agreement nor our ability to fulfill our obligations to you.

7. How long will you be in Chapter 11?

We intend to move through this as quickly as possible.

8. Where can I find additional information?

For more information, please visit www.donlinrecano.com/ssgh.

9. If I have additional questions, whom should I contact?

You may contact the Debtors' claims and noticing agent Donlin, Recano & Company, Inc. toll free at 1 (866) 521-4424 or submit an inquiry via e-mail to ssghinfo@donlinrecano.com.